RDP Error: This computer can't connect to the remote computer

395 Nesvin KN January 29, 2025 Common Errors & Troubleshooting 3343

How to solve "Remote Desktop Connection Error: This computer can't connect to the remote computer" when accessing RDP via Ezeelogin tunnel?

Overview: This article helps in resolving the "Remote Desktop Connection Error: This computer can't connect to the remote computer" issue encountered when using the Ezeelogin tunnel feature to access RDP.

- NLA is currently supported. If the user enables it, the username and password must be saved when adding the RDP server to Ezeelogin.
- If the user **does not enable NLA**, they can choose whether to save the username and password in Ezeelogin, as **both options will work.**

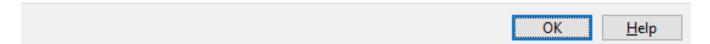
Remote Desktop Connection





This computer can't connect to the remote computer.

Try connecting again. If the problem continues, contact the owner of the remote computer or your network administrator.



1. ERROR(1): Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)

Step 1(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway ~]# tail /home/{username}/ezsh.log

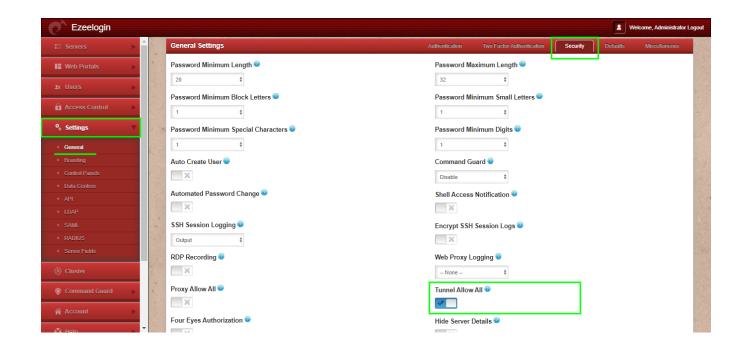
Example:
root@gateway ~]# tail /home/admin/ezsh.log

Authentication by SSH key failed!
Authentication by SSH key failed (windows.com, Administrator):
```

```
Username/PublicKey combination invalid

Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)
```

Step 1(B): To resolve the above error, login to Ezeelogin GUI and navigate to **Settings** -> **General** -> **Security** and enable **Tunnel Allow All**.



Step 2(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
root@gateway ~]# tail /home/admin/ezsh.log

SSH log file (/var/log/ezlogin/full/john/master~auto-
test-01.master.eznoc.com~Mon_May_9_22:38:25_2018) creation failed:
Permission denied
```

Step 2(B): To resolve the above error, run the following command on the gateway server and try again:

```
root@gateway ~]# /usr/local/ezlogin/eztool.php -fix_log_permissions
```

Related Articles:

Port forwarding from jump server to target Linux machine

configure ssh-tunnel on jump server or bastion host

Add servers behind a Tunnel Host in SSH Gateway or Add servers that are accessible via port forwarding

via the ssh gateway server

Online URL:

 $\frac{https://www.ezeelogin.com/kb/article/rdp-error-this-computer-can-t-connect-to-the-remote-computer-395.html}{}$